

City Auditor and Clerk

Mission Statement

To facilitate full and open access to all government records, provide accurate and timely information to ensure decision-makers are informed, and offer the highest quality of service to all customers, internal and external of the Office of the City Auditor and Clerk.

Description of Operations

The City Auditor and Clerk:

- Serves as clerk to the City Commission and recorder of all its official actions.
- Heads the department of public records; is custodian of the official records of the City; is responsible for the proper administration of all affairs concerning the records of the City; and prescribes a system of review, retention and disposition of records of all governmental and proprietary functions of the City.
- Makes recommendations or audit comments concerning the records of all governmental and proprietary functions of the City and all departments and divisions of the City annually or more frequently if required by the City Commission.
- Appoints, removes, disciplines and administers the compensation and salaries for employees in the Office of the City Auditor and Clerk, subject to the provisions of the Charter and in accordance with the Personnel Rules and Regulations of the City.
- Serves as the election official for the City and administers the at-large and district City Commission municipal elections.
- Attends City Commission meetings.
- Serves as the Parliamentarian to the City Commission.
- Assures adherence to Florida's Government-in-the-Sunshine Laws.
- Serves as the Pension Administrator of the General Employees, Police Officers, and Firefighters Pension Plans.
- Authenticates documents of the City when required.
- Maintains records of all the City's real property and assets and maintains a schedule of all outstanding bonds and other evidence of indebtedness.
- Attests all written contracts and instruments on behalf of the City as required.
- Administers oaths required or authorized under any law, the Charter, or ordinance of the City.
- Signs warrants for payment of monies.
- Countersigns checks for payment of monies.
- Provides for the continuing codification of all ordinances of the City.
- Provides for all legally required advertisements and legal notices.
- Performs other duties as prescribed by law, by the Charter, by ordinance or resolution of the City, and by direction of the City Commission.
- Prepares an annual budget to be included in the City Manager's proposed budget for consideration during the annual budget workshops.
- Audits any accounts and records of the departments, officers and employees and all other accounts and records in which the City is interested at the end of each fiscal year or more often as required by the City Commission.
- Directs the provision of a variety of administrative, management, and operations support services for the City Commission, including services for City Commission and Community Redevelopment Agency meetings and workshops.
- Heads the Clerk's Services Division, which manages the agenda process for City Commission and Community Redevelopment Agency meetings and workshops, Advisory Boards and Committees, the Vehicle-for-Hire Program, and the ManaSota League of Cities.
- Heads the Commission Services Division, which prepares official minutes for City Commission and Community Redevelopment Agency meetings and workshops.
- Heads the Auditing Department, which performs audits in accordance with a risk-based assessment process of all City functions.
- Heads the Central Records Department, which provides record management of retention for active records and destruction of inactive records in accordance with State requirements.
- Heads the Communication/Television Services Division, which broadcasts and records City Commission and Community Redevelopment Agency meetings and workshops as well as a variety of internal and external events and activities.
- Coordinates all aspects of the City's government access channel and various other audio/video services, including television production, program development, scheduling equipment selection, and closed-captioning as well as support to the public and staff in presentation conduct, technological support, and interactions relating to video records requests.
- Administers the City's web communication efforts, including the City's main website, ancillary department websites, the Citizen Relationship Management system, and streaming video and audio of City Commission and all Advisory Board meetings.
- Manages and coordinates the content of all City of Sarasota web pages, the analysis of organizational needs and goals, and the design and implementation of external web pages and applications.
- Manages the development approval application process and maintains real property-related transactions.
- Coordinates lobbying efforts on behalf of the City.

City Auditor and Clerk

- Provides administrative, management, and operational support for Special Projects of the City such as those involving the ManaSota League of Cities, the Youth Advisory Board, the Police Advisory Panel and various other City-related events and activities.

Department Expenditures by Cost Center

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
042681 Commission Services	224,808	220,077	212,524	0	212,524
042682 Development Approval Applications	98,192	98,921	101,191	0	101,191
042684 Clerk Activities	287,956	353,414	335,361	0	335,361
042685 Special Master - Code Enforcement	42,031	46,400	46,400	0	46,400
042686 Election Expenses	116,586		129,642	0	129,642
042688 Audit Program	214,623	211,143	176,957	0	176,957
042689 Audit Research/Support	43,877	41,880	42,590	0	42,590
042691 Central Records	83,494	116,855	114,358	0	114,358
042692 Information Management	97,582	97,969	89,625	0	89,625
042694 Communications	435,131	477,677	400,334	0	400,334
042695 Sister Cities	9,112	10,000	9,965	0	9,965
042696 Duplicating Services			61,758	0	61,758
Totals	\$1,653,392	\$1,674,336	\$1,720,705	\$0	\$1,720,705

Department Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	1,332,011	1,233,893	1,271,985	0	1,271,985
Operating Expenditures	285,245	388,158	396,587	0	396,587
Capital Expenditures	27,541	51,690	51,540	0	51,540
Grants and Aids	8,000	0	0	0	0
Transfer Expenditures	595	595	593	0	593
Totals	\$1,653,392	\$1,674,336	\$1,720,705	\$0	\$1,720,705

Personnel Summary

Actual Positions	14.00	14.00	0.00	14.00
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Revenue Summary

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Charges for Services	23,734	16,778	25,500	0	25,500
Other Miscellaneous Revenues	246	0	0	0	0
Intragovernmental Services	0	0	25,000	0	25,000
Totals	\$23,980	\$16,778	\$50,500	\$0	\$50,500

City Auditor and Clerk Commission Services

Mission Statement

To enhance, automate, and streamline various processes and services relative to providing official records of minutes and indexing for City Commission, Community Redevelopment Agency, and other Board and Committee meetings and workshops.

Description of Operations

The Commission Services Division records City Commission, Community Redevelopment Agency, and other Board and Committee meetings and workshops for indexing and archiving purposes. The Commission Services Division provides training and support services for departmental users of the automated recording system for all advisory boards. The Division conducts inquiries of the automated indexing system to respond to requests for information or documentation from members of the public or other City departments.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To continue to enhance, automate, and streamline the processes and services provided to the City Commission, the Community Redevelopment Agency, advisory boards and committees, the Administration, internal and external departments and organizations, and the general public.

Objective

- Maintain and manage the Granicus automated system used for minutes indexing and meeting archiving processes and procedures.
- Provide training, support, and documentation of the automated Granicus system.
- Inform users of the automated Granicus system of any updates affecting operational procedures.
- Provide technical service as required or necessary upon request to Staff support personnel utilizing the automated Granicus system.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Total proceedings recorded/transcribed	Number	69	65	75	64
- Commission Regular	Number	n/a	22	22	22
- Commission Special	Number	n/a	8	8	8
- Commission Workshops	Number	n/a	13	15	14
- Community Redevelopment Agency	Number	n/a	9	9	10
- Police Advisory Panel	Number	n/a	3	11	0
- Youth Advisory Board	Number	n/a	10	10	10
Effectiveness Measure					
Avg days from meetings to completion of minutes	Number	3	3	3	3

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	224,808	219,477	211,624	0	211,624
Operating Expenditures	0	600	900	0	900
Totals	\$224,808	\$220,077	\$212,524	\$0	\$212,524

City Auditor and Clerk Commission Services

Personnel Summary

Actual Positions	2.40	2.40	0.00	2.40
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City Auditor and Clerk

Development Approval Applications

Mission Statement

To maintain an effective, accurate, and efficient process for managing the development approval application process in a timely manner and for maintaining real property-related transactions while assuring a high level of customer service to the public and City Staff.

Description of Operations

The Development Approval Applications Divisions provides a high level of administrative, management, and operational support services related to development approval applications submitted by applicants and to the processing and managing of the City of Sarasota's real property transactions.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To continue to enhance the process for managing and maintaining all development applications for community workshops, rezonings, conditional uses, street vacations, annexations, zoning variance requests, development agreements, adjustments, Comprehensive Plan amendments, Zoning Text amendments, off-site and shared parking agreements, site plans, historic designations, certificates of appropriateness, sidewalk cafe permits, street name change requests, and appeals.

Objective

- Manage and maintain the City's automated Development Fee System for the purpose of tracking, billing and accounting for costs associated with processing development approval applications.
- Manage property taxes for existing and new leaseholds for City-owned property.
- Manage payment for development related expenditures associated with legal costs.
- Manage all official public records, including the storage and retention of all Development Applications through the GAIN automated records management system.
- Manage official quarter section map of the City of Sarasota and associated documents.
- Research historical documentation related to City owned property, deeds, easements and Rights-of-way, as requested.
- Maintain all supplies needed for Development Applications through budgeting and purchase orders.
- Process and manage Traffic Concurrency Studies.
- Prepare all advertising and manage and pay advertising bills related to Development Applications.
- Provide high quality customer service to members of the public by providing assistance to the development application process and relevant information related to the Sarasota City Code and Land Development Regulations.
- Produce high quality location maps through the use of the City's Geographical Information System (GIS) to accompany development applications and advertising.
- Assist community residents, citizens and applicants in understanding the development application process.
- Record all documents related to real property in the Public Records of Sarasota County, as appropriate.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Applications processed	Number	245	184	175	200
Documents recorded	Number	40	22	20	25
Efficiency Measure					
Revenue per application (tiered flat fees)	Dollars	\$1,882	\$1,170	\$1,300	\$1,400

City Auditor and Clerk Development Approval Applications

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	98,019	94,071	96,339	0	96,339
Operating Expenditures	173	4,850	4,852	0	4,852
Totals	\$98,192	\$98,921	\$101,191	\$0	\$101,191

Personnel Summary

Actual Positions	1.07	1.07	0.00	1.07
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City Auditor and Clerk

Clerk Activities

Mission Statement

To provide effective administrative, operational, and technical support services to the citizens of the City of Sarasota and to Staff of other City departments while achieving and maintaining high standards of quality, efficiency, and customer service.

Description of Operations

The Clerk Activities Division provides a high level of administrative, management, and operational support to the City Commission, the Administration, City advisory boards and committees, City departments, a variety of outside organizations and agencies, and the general public.

The Division acts as the custodian of the official records of the City; manages all affairs concerning records of the City; authenticates documents of the City when required; assures proper execution and attestation of all written agreements, contracts, ordinances, resolutions, and various other legal documents on behalf of the City when required; provides research from a variety of sources, i.e., the Florida Statutes, City and Zoning Codes, minutes indexing archives, ordinances, resolutions, deeds, easements, maps and parcel systems, and the City's intranet and internet web sites.

Additionally, the Division manages all City Commission and Community Redevelopment Agency meetings and workshops; at-large and district City Commission municipal elections; advisory board and committee appointments; Staff support for the ManaSota League of Cities; licensing and permitting of Vehicle-for-Hire companies and drivers; tracking and authorization of performance contracts and agreements for the Van Wezel Performing Arts Hall.

The Clerk Activities Division manages the Vehicle-for-Hire program and the licensing of companies and drivers; manages the issuing of licenses by reviewing criminal history background checks and driving records to assure public safety; reviews the insurance certificates of the Vehicle-for-Hire companies to assure adequate insurance coverage to protect the City and the public; monitors and receives complaints from the public, Vehicle-for-Hire companies and drivers regarding conduct and activities of drivers and Vehicle-for-Hire companies; advises the Sarasota Police Department of registered companies and possible violations of the Vehicle-for-Hire regulations for enforcement purposes.

The Division assists with the Sarasota Sister Cities program and in coordinating various events of the Florida League of Cities and the ManaSota League of Cities in which the City participates; manages the preparation and distribution of notices, agendas and backup material for meetings of the Board of Directors of the St. Armands Business Improvement District.

The Division is responsible for the codification and distribution of the City and Zoning Code books and supplements.

The Clerk Activities Division also provides administrative, management, and operational support for Special Projects of the City such as those involving the ManaSota League of Cities, the Youth Advisory Board, the Police Advisory Panel and various other City-related events and activities.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To continue to enhance, automate, and streamline the processes and services provided to the City Commission, the Community Redevelopment Agency, advisory boards and committees, the Administration, internal and external departments and organizations, and the general public.

Objective

- Manage and maintain the City's electronic Agenda process to provide tracking and automatic generation of Agendas and backup material for City Commission and Community Redevelopment Agency meetings.
- Manage and maintain the City's automated video streaming process for all City Commission, Community Redevelopment Agency, and advisory board meetings.
- Manage and coordinate the content of all City web pages.
- Provide closed-captioning of all City Commission and Community Redevelopment Agency meetings through the Internet for the benefit of the hearing impaired.

City Auditor and Clerk

Clerk Activities

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Agenda packets prepared and distributed	Number	45	43	37	40
Effectiveness Measure					
Agenda packets distributed on a timely basis	Percent	98%	100%	100%	100%

PRIORITY - OPERATIONAL FOCUS

Strategy

To continuously enhance various programs and procedures of operations through methods of streamlining and technological automation.

Objective

- Continuously enhance through automation and other methods of streamlining the Vehicle-for-Hire program.
- Continuously enhance through automation and other methods of streamlining the issuance of licenses to drivers through the review of criminal history background checks, sexual predator checks, and driving records to assure the public's safety.
- Manage the Vehicle-for-Hire licensing regulations by monitoring effectiveness and recommending enhancements.
- Develop and manage an automated system for tracking City advisory board applications, appointments, and vacancies.
- Manage the City's elections to assure all State and local election requirements are met.
- Performs other special projects as assigned or as appropriate including administrative and operational support for the ManaSota League of Cities, the Youth Advisory Board, the Police Advisory Panel and other boards or committees and administrative, management, and operational support for various City-related events and activities.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
City Commission municipal election held	Number	0	2	0	2
Vehicle for Hire licenses issued to Company	Number	20	31	27	30
Vehicle for Hire licenses issued to drivers	Number	256	225	212	225
Vehicle for Hire permits and decals issued per vehicle to owners of co.	Number	237	230	240	235

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	205,614	196,183	193,318	0	193,318
Operating Expenditures	67,290	137,691	122,503	0	122,503
Capital Expenditures	15,052	19,540	19,540	0	19,540
Totals	\$287,956	\$353,414	\$335,361	\$0	\$335,361

Personnel Summary

Actual Positions	2.00	2.00	0.00	2.00
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Revenue Summary

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Other Miscellaneous Revenues	246	0	0	0	0
Totals	\$246	\$0	\$0	\$0	\$0

City Auditor and Clerk

Special Master - Code Enforcement

Mission Statement

To carry out an effective code compliance program that provides consistent and fair enforcement of the City Codes and promotes and preserves a high standard of quality of life in the City's neighborhoods.

Description of Operations

In accordance with Section 2-309 of the City Code, the Magistrate shall have the jurisdiction and authority to hear and decide alleged violations of stated provisions of the Code as may be amended from time to time. Per Section III-1101, Division 11, Article II, Zoning Code, the Special Magistrate also hears and decides appeals of any written order, decision, determination, or interpretation of the Director of the Neighborhood and Development Services Department in the event final action on an appeal cannot be obtained by the Board of Adjustment. The Special Magistrate hears and grants variances from the terms of the Land Development Regulations in the event final action on a petition for variance cannot be obtained by the Board of Adjustment.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To enhance all City neighborhoods in order to preserve the quality of life for residents by effectively and fairly enforcing the provisions of the Codes.

Objective

- To hear all appeals and render decisions in a timely manner.
- To render decisions that appropriately and fairly enforce the City codes.
- To hold weekly meetings to hear cases docketed by the City and to hear those cases based on appeals of notices and citations by the public.
- To render decisions relative to code violations.
- To issue final orders on all citations that have not been complied with, so that they may be recorded and placed as a lien against the property.
- To suggest revisions and enhancements to any current codes.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Cases heard	Number	1,145	1,090	1,000	1,000
Meetings held	Number	43	46	40	40
Hearings held	Number	1,145	1,090	1,075	1,075
Orders issued	Number	1,838	1,382	1,200	1,200
Efficiency Measure					
Fines and costs imposed	Dollars	\$763,972	\$982,877	\$550,000	\$550,000

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Operating Expenditures	42,031	46,400	46,400	0	46,400
Totals	\$42,031	\$46,400	\$46,400	\$0	\$46,400

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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City Auditor and Clerk Election Expenses

Mission Statement

To provide effective administrative, operational and technical support services for administering At-large and District Saraota City Commission Municipal Elections.

Description of Operations

The Office of the City Auditor and Clerk provides a wide variety of administrative management and operational support for administering the Election Expense Division for the City of Sarasota's at-large and district City Commission municipal elections.

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	55,262	0	63,642	0	63,642
Operating Expenditures	61,324	0	66,000	0	66,000
Totals	\$116,586	\$0	\$129,642	\$0	\$129,642

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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City Auditor and Clerk Audit Program

Mission Statement

To perform independent and objective assurance and consulting services that provide management with accurate, valuable and appropriate evaluations and recommendations that will assist the City in utilizing public resources in a manner that is equitable, efficient, and effective.

Description of Operations

The responsibility for auditing is established by Sections 5 and 6, Article VI, City Charter and by Sections 2-341 and 2-343, Division 2, Article VI, Chapter 2 of the City Code. In accordance with these sections, the City Auditor and Clerk is responsible for making recommendations and/or audit comments concerning the records of functions of the city and all departments and divisions of the city.

Internal Audit provides assurance and consulting services in a program designed to add value and improve the City's operations, provide management with observations of the current system of internal controls, and offer recommendations for control enhancements.

Assurance services include financial, compliance, information technology, and operational audit engagements, as well as investigations. The purpose of these engagements is to assess management's system of internal controls to determine whether controls are in place and appropriately designed to reduce or mitigate risk to an acceptable level that will permit the City to achieve its overall goals and objectives. Audits seek to provide reasonable assurance that internal controls are functioning to properly ensure the safeguarding of assets, efficiency and effectiveness of operations, reliability of financial operating information, and compliance with policies, regulations, rules, and laws.

Consulting services include advice, facilitation, training, and analyses activities. These activities are performed at the request of management and provide advisory-related services and are intended to add value and improve governance, risk management, and control processes.

A three-year audit schedule is developed and updated annually based on a City-wide risk assessment, which evaluates the risk level of all activities and functions across the City and includes input of the external auditors, Charter Officials, City Commissioners, and department personnel. Based on the results of the risk assessment, the areas of highest risk are included in the audit work schedule to ensure that Internal Audit allocates its limited resources efficiently.

To ensure independence, Internal Audit has no routine management duties other than auditing. The Audit Manager reports to the City Auditor and Clerk.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

Enhance Internal Audit staff members' level of experience and knowledge.

Objective

- Encourage audit staff to seek professional certifications in the audit/accounting field (i.e., CPA, CIA, CFE, CISA, etc).
- Attend at least 40 hours of continuing education in the accounting/auditing field annually.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Effectiveness Measure					
Both staff members have obtained CIA certification	Yes/No	No	Yes	Yes	Yes

PRIORITY - OPERATIONAL FOCUS

Strategy

Review the effectiveness and efficiency of management's system of internal controls.

City Auditor and Clerk Audit Program

Objective

- Complete 4-6 internal audits per year and provide results to City Commissioners and appropriate stakeholders.
- Contribute to audit research and provide consulting services for special projects, as necessary.
- Discuss Internal Audit results with external auditors on a semi-annual basis.
- Assist management in facilitating and summarizing results of annual risk assessment process.
- Update three-year audit plan annually based on results of risk assessment process.
- Perform internal investigations, as needed.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Research requests/Special projects completed	Number	3	2	3	3
Audits performed/Reports issued	Number	6	8	6	6
Semi-annual meetings held with external auditors	Number	2	2	2	2
Internal investigations performed	Number	5	0	2	2
Consulting engagements performed	Number	0	0	2	2

PRIORITY - OPERATIONAL FOCUS

Strategy

Partner with City administration and department management to enhance relationships and trust that will result in improved communications.

Objective

- Discuss future audit planning with the City Auditor and Clerk and City administration, as necessary.
- Provide a continuous stream of reliable information to management through timely and accurate audit reporting.
- Discuss audit observations with management prior to release of audit reports.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Reports issued on status of open audit items	Number	2	3	4	4
Audits/projects requested by management	Number	0	0	2	2
Effectiveness Measure					
Audit recommendations accepted by management	Percent	93%	98%	90%	90%

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	208,330	203,798	169,374	0	169,374
Operating Expenditures	6,293	7,345	7,583	0	7,583
Capital Expenditures	0	0	0	0	0
Totals	\$214,623	\$211,143	\$176,957	\$0	\$176,957

Personnel Summary

Actual Positions	2.18	2.18	0.00	2.18
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City Auditor and Clerk

Audit Research/Support

Mission Statement

To maintain effective and accurate official records to assist in performing research and support functions.

Description of Operations

The Research/Support Division provides a wide variety of administrative management and operational support to performing research and support functions for the City Commission, administration, City departments, a variety of outside organizations and agencies, and the general public.

In the Research/Support Division it is necessary to have a thorough knowledge of the automated records management system (GAIN) and internet research techniques to quickly retrieve information when requested. Enter files into GAIN system in a manner that enables quick retrieval of records by this office and other departments; maintain the filing system, purge and box files to be sent to Central Records and keep accurate records of the location of the files.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To enhance, automate and streamline services and processes relative to research and support functions for the City Commission, Administration, City departments, a variety of outside organizations and agencies, as well as for the general public.

Objective

- To enhance the ability to provide research, information, and support services to the public, other governmental agencies, staff members of other departments, and the City Commission, in a customer-oriented and resource efficient manner.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Inquiries on monthly basis	Number	200	200	200	200
Effectiveness Measure					
Inquires handled within 24 hrs (next business day)	Percent	99%	99%	99%	99%

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	43,877	41,880	41,978	0	41,978
Operating Expenditures	0	0	612	0	612
Totals	\$43,877	\$41,880	\$42,590	\$0	\$42,590

Personnel Summary

Actual Positions	0.27	0.27	0.00	0.27
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City Auditor and Clerk Central Records

Mission Statement

To provide quality records management services to all our customers, including both City departments and the public, to conduct our program in accordance with State public records laws and to develop and maintain a program which continues to advance with technology.

Description of Operations

Central Records provides the following services in accordance with City Charter and State requirements:

- Inactive Records Management - This service constitutes a major portion of the Central Records service and includes storage of inactive department files. The Central Records staff provides training to City employees on retention schedules and public records laws, assures that retention schedules are up to date and current with State guidelines, provides record retrieval service to departments and destruction services for records which have met their required retention.
- Microfilming - Records staff microfilms records with long term retentions. Tasks associated with this service include preparation of records for filming, indexing records which were filmed and retrieval and copy service for records which are stored on film.
- Digital Imaging - The City Auditor and Clerk and Central Records staff is committed to providing City Commission documents including agenda packets, minutes, and approved Ordinances and Resolutions to the citizens through the webpage, as well as documents from Advisory Boards and other City departments. Records staff prepares documents for imaging, indexes the digital images and posts those images to the city website for use by employees and citizens.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To provide a high level of service to our customers relating to active and inactive record retrieval times and to provide storage, retention support and training to city departments. In addition, continue to refine the City's digital imaging services, adhering to policies to safeguard the City's interests and to provide the public with better and faster access to more records.

Objective

- To maintain and refine the city-wide automated records management system to effectively manage all active and inactive records, in conjunction with assisting other City departments in the use and training of the system at all user levels.
- To continue providing a high level of customer service by maximizing record handling efficiency and keeping delivery time of requested records to a minimum by utilizing the automated systems available to handle requests and research inquiries.
- To continue to incorporate the City's electronic document management system (eDocs) into the City Auditor and Clerk's records management practices as well as other department's practices to allow the public to access records in a faster and more efficient manner.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Boxes stored	Number	3,700	3,725	3,652	3,600
Boxes retrieved	Number	50	48	40	40
Files retrieved	Number	1,250	1,125	1,200	1,200
Agendas added to eDocs	Number	54	47	40	40
Minutes added to eDocs	number	54	47	40	40
Ordinances & Resolutions added to eDocs	Number	112	106	110	110
Efficiency Measure					
Avg time for retrieval requests (minutes)	Number	10	10	10	10
Avg time to re-file requests (minutes)	Number	5	5	5	5

City Auditor and Clerk Central Records

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	40,136	39,027	37,429	0	37,429
Operating Expenditures	40,489	55,233	54,336	0	54,336
Capital Expenditures	2,274	22,000	22,000	0	22,000
Transfer Expenditures	595	595	593	0	593
Totals	\$83,494	\$116,855	\$114,358	\$0	\$114,358

Personnel Summary

Actual Positions	0.66	0.66	0.00	0.66
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City Auditor and Clerk Information Management

Mission Statement

To facilitate the City of Sarasota's information management needs by maintaining the City's Administrative Regulations, fostering the City Code and Zoning Code supplementation process, as well as, contributing to the digital imaging of City records.

Description of Operations

Maintain the Administrative Regulations - work with City departments on ensuring correct format of Administrative Regulations, route for appropriate signature and distribute to all City departments for inclusion in their books. Also place on eDocs for City employee review and use.

City Code and Zoning Code Maintenance - flag pertinent ordinances, coordinate with staff to receive electronic copy, forward to Municipal Code Corp, proof proposed supplements, distribute printed supplements to employees and public.

Electronic Records Management - facilitate city wide availability/transparency of scanned public records, continue to work to implement and incorporate imaging into other City departments.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To efficiently and effectively maintain and update the Administrative Regulations of the City, the codification of the City Code and Zoning Code supplements, and imaging of public records beginning with the City Auditor and Clerk's Office.

Objective

- To manage the Administrative Regulation process beginning with reviewing drafts for formatting accuracy, through obtaining final sign off and distribution to departments.
- To manage the codification of approved Ordinances and/or Resolutions which amend the City Code or Zoning Code of the City through supplementation to the existing Codes.
- Contribute to public availability and transparency by imaging public records and making them available to the public via the internet.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
Administrative Regulation updates	Number	7	6	6	5
Supplements to City Code and Zoning Code	Number	5	5	5	5

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	96,347	92,836	84,355	0	84,355
Operating Expenditures	1,235	5,133	5,270	0	5,270
Totals	\$97,582	\$97,969	\$89,625	\$0	\$89,625

Personnel Summary

Actual Positions	1.22	1.22	0.00	1.22
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City Auditor and Clerk Communications

Mission Statement

To provide citizens with government transparency and openness via the internet and television and to provide citizens with valuable city related information through original programming on the Government access channel as well as through the City's website.

Description of Operations

The Communications division of the City Auditor and Clerk's Office coordinates all aspects of the City's government access channel including program development, production and scheduling. It is also responsible for equipment selection and maintenance for the commission chambers. This division administers the City's web communication efforts including maintenance of the City's main website, ancillary department websites, the Citizen Relationship Management system and streaming video and audio of City Commission and Advisory Board meetings.

CITYWIDE PRIORITIES

PRIORITY - QUALITY OF LIFE

Strategy

To preserve and promote the parts of our City that makes us a unique and desirable community to live in.

Objective

- Proactively utilize the Public Information team to inform and educate the public in a manner that supports and promotes the City's vision, goals and achievements.

PRIORITY - OPERATIONAL FOCUS

Strategy

To continue to utilize the funding available for a government access television station. To continue to provide improved transparency and access to the public at large, through the transmission of public meetings, including City Commission and Planning Board. To continue to provide quality original programming and public service announcements. To continue to effectively administer the City's web communication efforts including department websites, citizen relations management and streaming video and audio of public meetings.

Objective

- To maintain a consistently high quality of video-taped recordings, live broadcasts and live video streaming of City Commission, Planning Board and other public meetings.

- To continue generating original programming for the government access channel including a magazine style television program, a talk show hosted by the City Manager, a talk show hosted by City Commissioners and a program dedicated to highlighting coming attractions to the Van Wezel Performing Arts Hall.

- To manage and coordinate the content of all City of Sarasota web pages, the analysis of organizational needs and goals, and the design and implementation of external web pages and applications.

PERFORMANCE MEASURES

Description	Unit	FY 2008	FY 2009	FY 2010	FY 2011
Output Measure					
City Commission meetings broadcast	Number	54	41	40	40
Planning Board meetings broadcast	Number	13	10	12	12
Original programming broadcasts	Number	18	27	27	27
Public service announcements	Number	7	9	9	9
Citizen Relations Request/Report/Assist Submissions	Number	1,878	2,845	3,125	3,600
Effectiveness Measure					
Web page views	Number	1,363,283	1,454,208	1,606,787	1,815,669
Pages viewed per visit to website	Number	2.77	2.57	2.45	2.40
Average time per visit to website	Number	1:53	1:43	1:35	1:30

City Auditor and Clerk Communications

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	359,618	346,621	349,018	0	349,018
Operating Expenditures	65,298	120,906	41,316	0	41,316
Capital Expenditures	10,215	10,150	10,000	0	10,000
Totals	\$435,131	\$477,677	\$400,334	\$0	\$400,334

Personnel Summary

Actual Positions	4.20	4.20	0.00	4.20
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City Auditor and Clerk Sister Cities

Mission Statement

To foster international relationships between the City of Sarasota and cities that have similar interests by creating exchanges in areas of culture, education, tourism and government.

Description of Operations

The Sarasota Sister Cities Association (SSCA) was created as a corporate entity 501 (3) (c) to encourage understanding, knowledge and concern for the City of Sarasota and its sister cities; to undertake activities that will encourage educational, cultural and economic programs; and act as a coordinating agency in fulfilling the goals of the association and the City of Sarasota. The SSCA supports the mission of its' parent organization, Sister Cities International (SCI), and pays annual dues to SCI. SCI was established in 1956 under then President Eisenhower as a nonprofit citizen diplomacy network with the mission of promoting world peace through mutual respect, understanding and cooperation. SCI is a non-profit diplomacy network which serves to create and strengthen partnerships between communities within the United States and international communities to increase global cooperation at the municipal level, to promote cultural understanding and to stimulate economic development. SCI provides assistance to local communities to stimulate environments through which communities will creatively learn, work, and solve problems together through reciprocal culture, educational, municipal, business, professional and technical exchanges and projects.

SSCA's objective is to develop respect, understanding and cooperation through citizen diplomacy. In addition, according to an agreement between SSCA and the City of Sarasota, the City Commission has final approval as to the designation and number of Sister Cities. This agreement ensures that support for official Sister City relationships has been negotiated between SSCA and the government of the City of Sarasota. The City of Sarasota budgets funds annually to provide ongoing support for the Sarasota Sister Cities Association. Eligible expenses are submitted by the Sarasota Sister Cities Association to the City of Sarasota for reimbursement.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

Provide administrative and technical or in-kind support to SSCA and provide financial support to help promote SSCA..

Objective

- Represent the City of Sarasota by attending Executive Board meetings and General Board meetings as appropriate. Meetings are generally held once per month.
- Annually, work with SSCA board members to request funding and support from City Commission. Monies will be used to fund activities within SSCA and promote the City of Sarasota.

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Operating Expenditures	1,112	10,000	9,965	0	9,965
Grants and Aids	8,000	0	0	0	0
Totals	\$9,112	\$10,000	\$9,965	\$0	\$9,965

Personnel Summary

Actual Positions		0.00	0.00	0.00	0.00
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City Auditor and Clerk Duplicating Services

Mission Statement

To provide copy/print shop services which are reliable and convenient and to deliver quality work in a timely manner.

Description of Operations

Duplicating Services is a division of the Office of the City Auditor and Clerk and its primary function is to provide production services for the City Commission for Agenda related matters. Print shop services are also available upon request for all other jobs for any department within the City. Those services performed for any work not related to City Commission Agendas are charged back to departments based on a pricing structure which is designed to result in less total cost to the departments than outsourcing, while providing superior convenience.

This organization currently provides lease administration services for some satellite copier/printers as well as all machines in the Office of the City Auditor and Clerk. Services include copier/printer consultation services relating to copier leases, pricing and acting as liaison between the vendor(s) representatives and the City. This also includes making arrangements for the ordering and delivery of new machines when needed and managing the accounts for existing leases. Additionally, consultation services regarding all of these same matters are provided to any City Department upon request.

The print shop is equipped with a Cannon model 7105 black and white copier/printer with the capability to duplicate 105 pages per minute. It is able to do three-hole punching while operating, create saddle stitched booklets and other specialized functions. Duplicating also has the capability to create comb-bound books and do folding by machine. This office also utilizes a Xerox model WC3545 color copier, which copies color at 35 pages per minute. Both machines are connected to the City computer network to allow printing from digital files. The office also can scan and digitally store black and white and color documents and create digital files for other City Departments.

To reduce environmental impact, the paper used by the duplicating machines is 30% recycled content or more.

This cost center is transferred from the Department of Financial Administration to the Office of the City Auditor and Clerk in fiscal year (FY) 2010-11.

CITYWIDE PRIORITIES

PRIORITY - OPERATIONAL FOCUS

Strategy

To provide high quality, efficient and cost effective duplicating services for the City of Sarasota.

Objective

- To encourage additional use of in-house duplicating services as an alternative to out-sourcing by continuing to offer quality work, lower prices and excellent customer service.
- To meet the duplicating needs of the City in a timely fashion.
- To assist City departments in choosing wisely when leasing copy machines by helping the department consider all factors involved as well as assist in obtaining the best available equipment for their needs.

PRIORITY - OPERATIONAL FOCUS

Strategy

To promote current environmental goals regarding conservation of resources.

Objective

- Utilize recycled paper and recycled products whenever possible.
- Increase the use of digital files to submit duplicating jobs and to assist customers in becoming familiar with using digital files.
- Encourage City departments to reduce the use of personal printers and consolidate needs.

City Auditor and Clerk Duplicating Services

Expenditures By Category

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Personnel	0	0	24,908	0	24,908
Operating Expenditures	0	0	36,850	0	36,850
Totals	\$0	\$0	\$61,758	\$0	\$61,758

Personnel Summary

Actual Positions	0.00	0.00	0.00	0.00
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Revenue Summary

	FY 2009 Actual	FY 2010 Budget	FY 2011 Continuation	FY 2011 Issues	FY 2011 Totals
Intragovernmental Services	0	0	25,000	0	25,000
Totals	\$0	\$0	\$25,000	\$0	\$25,000